

Date: November 10, 2008

Alert Number: 0012

To: All Providers

Re: Claims Denied Due to Misalignment on 1500 Health Insurance Claim Forms and UB-04 Claim Forms

ForwardHealth interChange has denied a number of claims due to alignment issues on 1500 Health Insurance Claim Forms and UB-04 Claim Forms. As a reminder, ForwardHealth paper claims that are submitted on the 1500 Health Insurance Claim Form or the UB-04 Claim form are processed using Optical Character Recognition (OCR) software that recognizes printed, alphanumeric text. Optical Character Recognition software processes claim forms by reading text within fields on the claim forms. Text must be aligned correctly on claim forms in order for the OCR software to read the information correctly. Misaligned text on the claim form may cause the claim to be denied or reimbursed incorrectly or may cause a delay in processing if the claim form needs to be keyed manually.

For more information about correctly aligning claim forms for OCR processing, please refer to the June 2008 *ForwardHealth Update* (2008-45), titled "Paper Claim Form Preparation and Data Alignment Requirements for ForwardHealth interChange." Information in this Alert does not apply to American Dental Association claim forms or pharmacy Compound Drug Claim, F-13073 (10/08), and Noncompound Drug Claim, F-13072 (10/08).

Informational